

Friction
to
Nervous

STP
6/63



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DESCRIPTION: Presentation

PROJECT CODE: SIP

AUTHOR: JP Richard

DATE SENT/ INITIAL	PROOFED BY	DATE/ INITIAL
6/24 LR	ACR	6/24 ACR
FINAL Q.C.		

Date to print: _____ Print QC date _____ By _____

Date to be shipped: _____ Date shipped _____

Fulfillment, PLEASE PRINT: labels letters packing slips

Mail List, PLEASE PRINT: mail list labels

envelopes No. 10 9" x 12" 10" x 13" Blank 1st class Bulk

Thank you

Presentation Work Sheet

Presentation Name: Io Name

Date: 6/28/93

Presenter: JP Richard

Project Code: SIP

Category	#	Revision	Pulled (✓)		Color (b,r,g, blck)	Slide Returned (✓)
			HC	Slide		
SI	197		✓			
	198		✓			
	199					
	200					
	201		✓			
SI	204		✓			
	181		✓			
OU	173	6/24/93	✓			
	174		✓			
	175		✓			
	176		✓			
SI	91a		✓			
	91b		✓			
	92a		✓			
	92b		✓			
	92d		✓			
	93a		✓			
	93b		✓			
OU	32	6/24/93	✓			
	44		✓			
	34		✓			
	34a		✓			
	34b		✓			
	35		✓			
	117		✓			

Category	#	Revision	Pulled (✓)		Color (b,r,g, blck)	Slide Returned (✓)
			HC	Slide		
SI	60	6/24/93	✓			
	95		✓			
	96		✓			
	97		✓			
	142		✓			
	146	6/24/93	✓			
	147		✓			
	148		✓			
	150		✓			
	175		✓			
	171		✓			
	172		✓			
	173		✓			
	174		✓			
OU	177	6/24/93	✓			
	178		✓			
	179		✓			
	166		✓			
	167		✓			
	168		✓			
	169		✓			
	170		✓			
	171		✓			
	172		✓			

Group slides by category. File with presentation after slides checked in.

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JP Presentation

1 of 2

June 28 to Nomura 1993

Code requested	Page # on marked b-up copy	Changes (Y/N)	New Code	placed doc
50 - 197	32	no page		
198				
199				
200				
201				
SI 204	3615	~		
181	365	not yet avail.		
SI 01 - JPI - 45	(text format)		OU - 1736 9-1316	
41		Y	OU - 1745 1415	
39		Y	OU - 1746 1418	
37		Y	OU - 1747 1413	
SI - 91a	10	Y	SI - 91a	2 26
* 91b		Y		2-27
92a		Y		2-28
* 92b		Y		2 29
92d		Scratch Y		3-1
93a		Y		3-3
93b		~		
OU - * 32	8	Y		2-10
44 marked b-up	8	Y		2-11
* 34	8	Y		2-12
34b	34a	Y		2-23
* 35		Y		2-24 2-245

* = June 9-2021

June 23, 63

code requested	page# in marked up	changes (Y, N)	new code	place in doc
OU-117	25	no page		
DI-60	12	Y		3-12
95	14	Y		3-22
96	1	Y		3-23
97	1	Y		3-24
142	25	Y		
146	26	Y		5-27
147	1	Y		5-28
149	1	Y		5-29
150	27	Y		5-30
175	31	no page		
171	30	N		
172	51	no page		
73	1	no page		
12				

to Bethlehem Steel

to Donald Douglas

Major Awards

OU-166

OU-1667

OU-1668

OU-1669

9-10

9-12

9-13

9-14

9-15

9-16

9-17

9-18

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9-20

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167-172

Outsourcing Vendor Classification

Professional Services

- Andersen
- CSC
- CTG
- Perot Systems
- SAIC
- McDonnell Douglas

INPUT

SO- 197

Notes

Outsourcing Vendor Classification

Processing Services

- EDS
- SAIC
- Systematics
- GENIX
- Flserv
- Shared Medical
- SCT
- ACS

INPUT

SO-198

Notes

Outsourcing Vendor Classification

Equipment Manufacturers

- IBM (ISSC)
- Unisys
- DEC

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SO- 199

Notes

Outsourcing Vendor Classification

Other

- Mellon Bank
- FMC

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SO- 200

Notes

SO Vendor Profiles

SO-201

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Notes

5/1/91

U.S. Vendors

INPUT

SI-204

Notes

4/5/93

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Vendor Market Share, 1991

Vendor	Revenue (\$M)	Percent
IBM	1,750	17
Andersen Consulting	787 ⁽¹⁾⁽³⁾	8
EDS	770 ⁽²⁾	8
Digital	565	6
Computer Sciences Corp.	478	5

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SI-181

Notes

1. Includes INPUT's estimate of equipment content
2. Non-GM business only
3. Adjusted to calendar year 1991

Major Outsourcing Vendor Strategies

OU-173

INPUT

Notes

Outsourcing Vendor

IBM (ISSC)

- Autonomous subsidiary
- Use IBM marketing strength
- Respond to “trading area” needs
- Stress services orientation

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OU-174

Notes

Outsourcing Vendor

EDS

- Major equity investment to gain business
- Reduced GM-derived revenue
- Aggressive “independent” marketing units
- Shift to international focus

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OU-175

Notes

Outsourcing Vendor

CSC

- Shift emphasis to commercial
- Strategic acquisitions
 - Index Group
 - Intelicom

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OU-176

Notes

Recent SI Contracts

Vendor	Client
Digital	Aetna Life and Casualty - Client/server Toys R' Us - VAX server Alcan Aluminum - Plant information management system

SI-91a

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Notes

Recent SI Contracts

Vendor	Client
EDS	<p>Del Monte Foods - Upgrade hardware</p> <p>Chicago - Parking Authority</p> <p>Mitsubishi - Re-engineering</p> <p>Dentz-Diter (Spain) - CIM</p>

SI-91b

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Notes

6/24/93

Recent SI Contracts

Vendor	Client
Andersen	Dial Corp. - Manufacturing system Texas Utilities - Client/server MAXUS - CIM

SI-92a

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Notes

Recent SI Contracts

Vendor	Client
IBM	<p>Burroughs Wellcome - Plant automation</p> <p>Resolution Trust - Property management</p> <p>Walmart - Inventory control</p> <p>U.S. Courts - National network</p>

SI-92b

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Notes

Recent SI Contracts

Vendor	Client
IBM Japan	Kansai International Airport - Passenger Information System

SI-92d

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Notes

Recent SI Contracts

Vendor	Client
Perot	McGraw-Hill - Publishing system Community Psychiatry Centers - Hardware upgrade NCNB - Data center

SI-93a

INPUT

Notes

Recent SI Contracts

Vendor	Client
SHL Systemhouse	Los Angeles - Court system Maryland - State welfare system

SI-93b

INPUT

Notes

Systematics/Alltel

Heritage	Applications operations
Focus	Banking/health care
Strength	Industry specialization Application software
Direction	Systems management

INPUT

OU-32

Notes

IBM (ISSC)

Heritage	Equipment manufacturer
Focus	Platform operations
Strength	Selective industry knowledge Large resource base Customer base Services infrastructure
Direction	Systems management

INPUT

OU-44

Notes

Andersen Consulting

Heritage	Professional services
Focus	Business solutions
Strength	Business knowledge Technology orientation Change management
Direction	Systems management

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OU-34

Notes

Computer Sciences Corp.

Heritage	Professional services/consulting
Focus	Systems integration/ systems operations

OU-34a

INPUT

Notes

Computer Sciences Corp.

Strength	Federal government experience Large technical staff Program management experience Re-engineering (index)
Direction	Commercial systems operations Transition management

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OU-34b

Notes

Electronic Data Systems

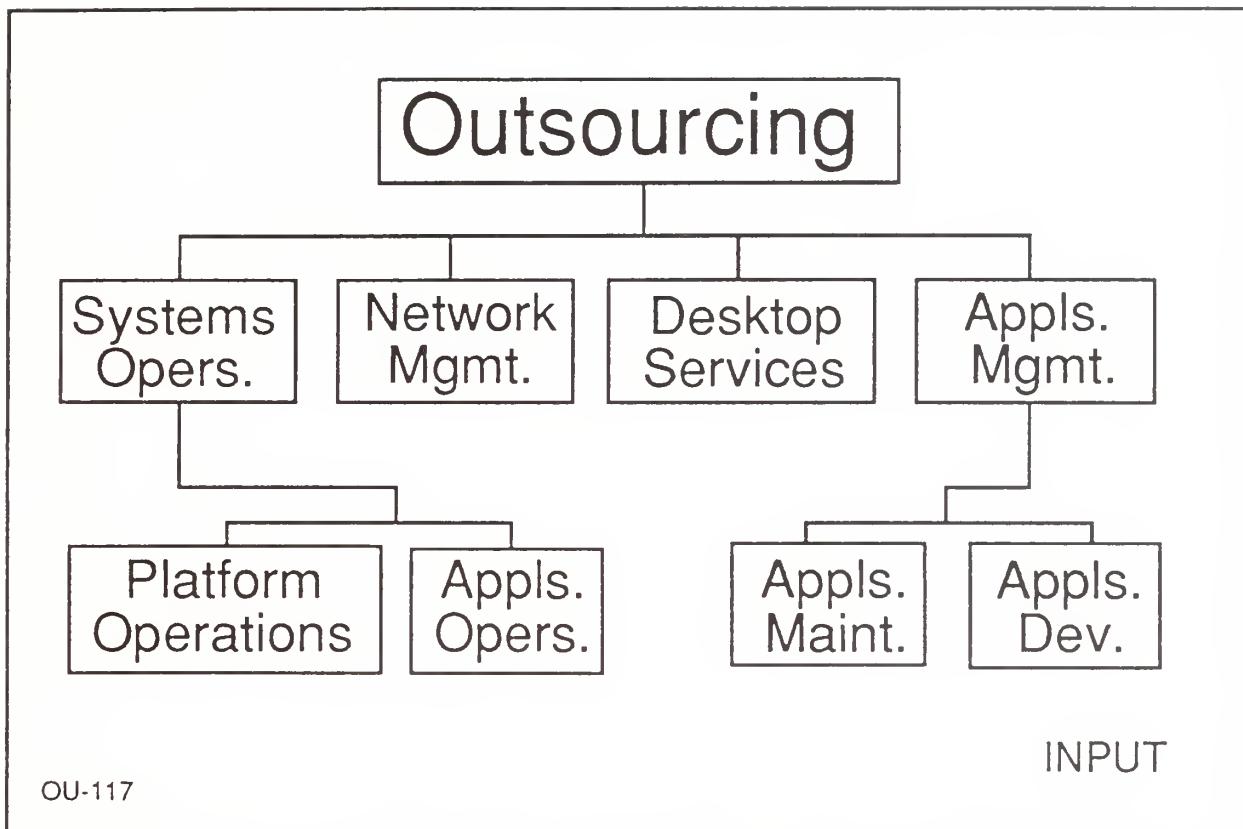
Heritage	Facilities management
Focus	Systems/network operations
Strength	Worldwide network Huge data centers Desktop management
Direction	Business operations Functional management

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OU-35

Notes

6/24/93



Notes

U.S. Systems Integration Market Share—1992

Vendor	Share (Percent)
IBM	17
Andersen Consulting	9
EDS	8
Digital	7
CSC	5

SI-60

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Notes

SI Vendor

Andersen Consulting

- Vertical industry specialization
- Complete systems management strategy
- Stressing business process re-engineering
- “Change-management” specialist

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SI-95

Notes

6/24/93

SI Vendor

EDS

- Solid SO business base
- SI creates SO opportunities
- Reorganized to enable aggressive growth strategy
- International refocus

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SI-96

Notes

6/24/93

SI Vendor

IBM

- ISSC assuming SI role
- Heavy use of SI partners
- Focus on repeatable solutions
- Trading area focus continues

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SI-97

Notes

6/24/93

Systems Integration

Equipment

Software
Products

Professional
Services

Other
Services

— Systems
— Applications

15 Industry Sectors

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SI-142

Notes

SI Project

EDS—Del Monte Foods

- 5 year—\$30 million (estimate)
- Upgrade computer technology
- Customize packaged software
- Converted to outsourcing contract

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SI-146

Notes

SI Project

Andersen Resolution Trust Corp.

- 4 year—\$24 million
- Teamed with IBM
- Develop asset trading system
- Connects 2,000 offices in U.S.

INPUT

SI-147

Notes

SI Project

CSC—U.S. Postal Service

- 3 year—\$33 million
- System design and development
- Data base development and support
- Nationwide system

SI-149

INPUT

Notes

6/24/93

SI Project

IBM—U.S. Federal Courts

- 5 year—\$25 million
- Teamed with CSC
- Install communications network
- 2,000 LANs and electronic mail

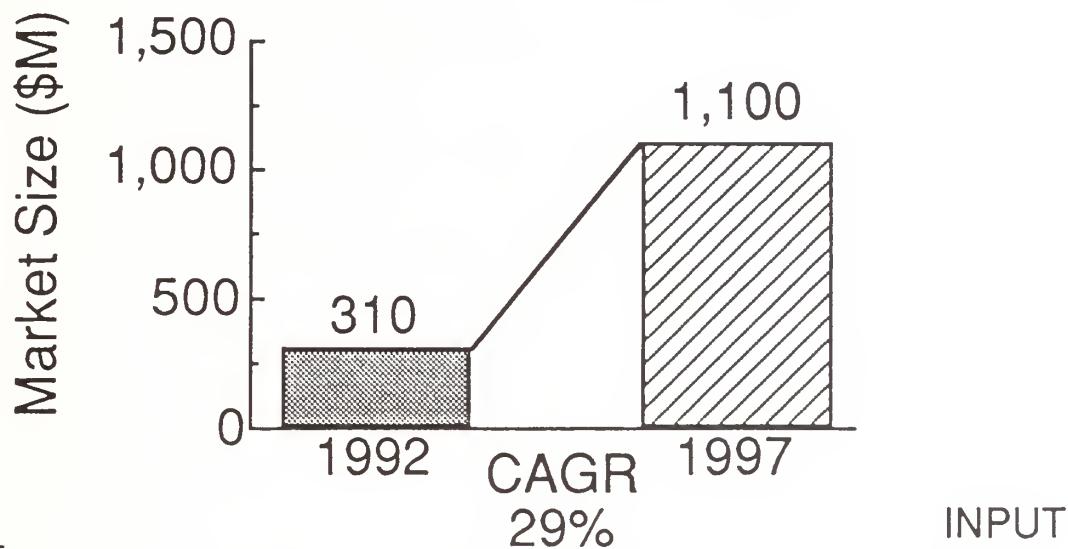
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SI-150

Notes

6/24/93

Business Process Re-engineering



Notes

Client Motivation

- Reduced cost
- Faster response
- Improved quality
- Competitive advantage

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SI-171

Notes

10/20/92

Vendors' Motivation

- High value
- Early involvement
- SI opportunities
- Build expertise

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SI-172

Notes

Challenges

- Price
- In-house IS
- Culture
- Resistance to change

SI-173

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Notes

10/20/82

Examples

- IBM Canada
- Mutual Benefit Life
- United Stationers
- Lee Memorial Hospital

SI-174

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Notes

10/20/92

ISSC - McDonnell Douglas

- \$3 billion over 10 years
- Responsible for all IT and communications
- Staff and facilities transferred
- Unisys large subcontractor

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OU-177

Notes

6/24/93

EDS - Bethlehem Steel

- \$500 million for 10 years
- Manage data center
- Manage shop floor equipment
- Network management to be added

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OU-178

Notes

6/24/93

Major Awards 1993 (YTD)

- Bethlehem Steel/EDS
- Equifax/ISSC
- Department of Labor/CSC
- TransAlta Utilities/Digital
- Kaiser Permanente/ISSC

INPUT

OU-179

Notes

6/24/93

BPR Vendor Strategies

- Do BPR as part of service
 - Andersen
 - EDS
 - CSC
- Don't do BPR at all
 - TSC
 - CTG

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OU-166

Notes

BPR Tools

- CASE methodology
- CALS philosophy/software
- Change management

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OU-167

Notes

Business Operations Outsourcing

OU-168

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Notes

Vendor Strategies

- Consider business operations next logical step
- Look for “niche” markets
- Do operation better than client

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OU-169

Notes

6/24/93

Operations to be Outsourced

- Claims processing
- Document processing
- Accounting function
- Human resources management

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OU-170

Notes

Claims Processing Vendors

- CSC
 - Blue Cross
 - Federal Emergency Management
 - Black Lung Program
- EDS
 - Blue Cross
 - Medicard/Medicare

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OU-171

Notes

6/24/93

Document Processing Vendors

- EDS
 - Printing, retrieval, and fulfillment
- Genix
 - Printing and fulfillment
- ACXIOM
 - Fulfillment management and printing

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OU-172

Notes

510
2/21

of Nodules
in grass

